

**STATE OF NORTH CAROLINA  
POSITION DESCRIPTION FORM (PD-OSS-93)  
OFFICE SUPPORT SERVICES OCCUPATIONAL GROUP**

1. Present classification Title of Position:	Processing Assistant IV – Grade 59
2. Usual Working Title of Position:	Processing Assistant IV
3. Requested Classification of Position:	Processing Assistant IV-Grade 59
4. Name of Immediate Supervisor	Jesse James
5. Supervisor's Position Title & Position Number:	Section Chief—00001
6. Name of Employee (or Vacant)	Vacant
7. 15 Digit Position Number	4470-0000-000-001
8. Department	DHHS
9. Division	DFS
10. Section and Unit	Adult Care Licensure Section
11. Street Address, City and County	101 Blair Drive, Raleigh, Wake County

Certification: Signatures indicate agreement with all information provided, including designation of essential functions.

Supervisor's Certification: I certify that (a) I am the Immediate Supervisor of this position, that (b) I have provided a complete and accurate description of responsibilities and duties, and (c) I have verified (and reconciled as needed) its accuracy and completeness.

Signature: Title: Section Chief Date: MM/DD/YY

Employee's Certification: I certify that I have reviewed this position description and it is a complete and accurate description of my responsibilities and duties.

Signature: Title: Date: MM/DD/YY

Section or Division Manager's Certification: I certify that this position description, completed by the above named immediate supervisor is complete and accurate.

Signature: Title: Deputy Director Date: MM/DD/YY

Human Resources Manager's Certification: I certify that this is an authorized, official description of the subject position.

Signature: Title: HR Manager Date: MM/DD/YY

I. General Information

A. Primary Purpose of Organizational Unit:

The primary purpose of the Adult Care Licensure Section is to perform the regulatory functions of the Department of Health and Human Services (DHHS) and the Division of Facility Services (DFS) as they relate to the licensure of adult care facilities in the state. Included are the timely inspection of facilities, consultation and program oversight to county departments of social services, technical assistance to facilities, complaint investigations; support to the rule-making authority; organizing rule-making committees, rendering rule interpretations; training county DSS and facility staffs; developing working documents; and supervising and overseeing the regulatory functions of county departments of social services.

B. Primary Purpose of Position:

The primary purpose of this position is to provide clerical support to Adult Care Licensure staff and support to data management initiatives. These duties include equipment operation, correspondence/records, general office operations, and public contact. Data entry and data reporting are key components of the position. This person must have good data processing skills.

C. Work Schedule:

Monday through Friday, 8:00 a.m. to 5:00 p.m. although employee is allowed to vary schedule.

D. Changes in Responsibilities or Organizational Relationship:

This position now has to accurately maintain the Long Term Care initiative (LTI) and assist the Section in the initial licensing and renewal of adult care providers. The position must also maintain the hard copy files of adult facilities. The employee must assure that licenses are correctly processed such that financial or reimbursement loss is not incurred by adult care providers which can happen as a result of errors.

II. Duties and Responsibilities

A. Public Contact:

Answer and appropriately distribute incoming phone calls, which could come from the public, DFS staff, health care providers, etc. Provide clarification and information to the public, providers, and prospective providers on the adult care licensure process. Provide technical assistance concerning licensing and obtaining licenses for Section and adult care providers. Respond to written requests for information to the public, providers, and other agencies. This position must have a good working understanding of all licensure procedures as well as a general knowledge of Adult Care Licensure rules.

B. Records and Reports:

Assist with maintaining facility files and preparation of compliance history reports on all new adult care facilities. Assist with maintaining 1,549 facility files. Includes reviewing files for pertinent information requested by attorneys and the general public. This position has complete responsibility to completing compliance history checks for all new license applicants, contacting state agencies in other states for verification of licensure compliance and maintaining compliance history files on each new applicant.

C. Composition:

Create memos and notices to state agencies requesting compliance history for new facilities.

D. Office Equipment Operations:

Must be familiar with the computer, copier, printer, and fax machine.

E. Files:

Accurately maintain the facility files and distribute licenses to adult care providers within specified deadlines. Accurately maintain the hard copy file system, which is used by Section staff and is open to the public.

F. Mail:

Opens all incoming mail and routes to the appropriate person. Also includes preparing mail to go out each business day. This position coordinates all mass mailing to 1,500 plus facilities and insures all mail is processed according to Division requirements.

G. Supervision:

The employee receives direct supervision by the Section Chief. The employee is responsible for reporting to the Section Chief any matter that may have political or media implications and any other matter of unusual nature the employee determines the Section Chief should be apprised.

H. Other:

Includes other job duties as required by the Section Chief. This includes all Section purchasing and supply ordering, maintaining Section car log and calendar.

III. Percentages of Time, Rank or Importance by Functional Area

Functional Area	Percentage of Time	Rank
Public Contact	30%	1
Records and Reports	30%	2
Mail	20%	3
Composition	10%	4
Office Equipment Operation	5%	5
Files	5%	6
Supervision (if applicable)	0	N/A
Other	0	N/A

#### IV. Additional Considerations

- A. Supervision Received: The position receives supervision from the Section Chief.
- B. Resource and Guideline Availability: DFS Administrative Manual, Dictionary, data manuals, administrative rule formats, survey forms, and form letters.

#### V. Qualifications Required

- A. Knowledge, Skills, and Abilities: Thorough knowledge of the principles and practices of maintaining a computer database and hard copy file systems. Thorough knowledge of State rules related to the licensing of adult care facilities.

Ability to interpret such rules and regulations related to licensure in a reasonable and consistent manner to prevent legal proceedings, which can result from error in judgment or decision. Ability to write clearly and concisely, as well as the ability to establish and maintain effective communications and work relationships with other support/clerical staff and Section consultants. This includes professional and non-professional personnel in the health care community, including provider administration/directors, physicians, and facility owners.

- B. Training and Experience Requirements: At least two years experience performing clerical work and a high school diploma with working with computer including experience with word processing software. Training related to computer data base systems.

The employee must possess strong oral and written communication skills and sound judgment, and the ability to make objective decisions. Previous experience in office administration and/or licensing and certification of health care providers.

- C. Length of on-the-job Training Requirements: At least 6 months or more.